



# ANTI-SPAM SOFTWARE

**If you're fed up with the deluge of junk emails for pills, cheap loans and pornography that's overwhelming your inbox, you need one of the 11 spam-killers tested by Simon Edwards this month**

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**S**pam is no longer just a nuisance. It is at epidemic proportions. Over 80 per cent of all email is unsolicited advertising, according to anti-spam companies. This figure is backed up by the email received by our spam-monitoring systems at *Shopper*. Those who use email only occasionally are in a worse situation, because they may receive an even larger proportion of spam, compared to the trickle of real email.

Long gone are the days when you could weed out a few spam messages manually. If you still do this, and it takes you less than half an hour per session, then you are in the lucky minority. Fortunately the rest of us don't have to spend our lives dragging messages about Viagra, fake Rolexes and hot teens to our Deleted Items folder. Anti-spam software can take the pain out of using email, automatically sorting through the annoying

and often offensive messages, and sending them to quarantine folders or deleting them directly.

You don't have to spend a fortune, either. We've tested a wide range of anti-spam products, ranging from internet security suites costing nearly £50 to free utilities that are remarkably accurate, although maybe not quite as easy to set up. Read our reviews, invest in some anti-spam software and discover a life free of depressing spam avalanches.

## HOW WE TESTED

**W**e tested these anti-spam programs on a clean installation of Windows XP Professional with Service Pack 2 and Outlook 2003. The anti-spam software was installed and updated with the latest filters available. Each computer was then set up to download email from our own mail server, which has been specially created for anti-spam tests. When the email had been downloaded we checked to see how much of the spam was classified as such, and how many of the real email messages were incorrectly classed as spam. We kept an eye out for too many false positives as well as too many spam messages slipping through to the inbox.

All year round we monitor spam using a dedicated email server that also receives real email. Spam and real mail is carefully sorted and,

when it's time to test anti-spam software, the system provides one month's worth of email. This sample is a representative collection of real messages mixed in with unsolicited mail. This time only 17 per cent of the sample comprised genuine email, so it's clear that sorting spam is no longer a job most people have time to do manually.

Most of the programs here have the capacity to learn, which means you have to train them over time, adding your friends' email addresses and manually deleting unwanted messages. After a while the software's spam-detection abilities will improve and you'll have to intervene less often.

We have not given the programs here a chance to learn, and we haven't added any email addresses to our friends list. This means that the programs are being tested entirely on their out-of-

the-box abilities, so the results reported here show the worst-case scenario. You can expect them all to become more accurate with a bit of care and attention.

This testing method is particularly harsh for two of the products, which rely almost entirely on learning. While our results make Firetrust MailWasher Pro 5 and InBoxer for Outlook 2 look thoroughly useless, they will become much more accurate if you play around with the software.

However, we don't like messing around with settings and prefer our anti-spam software to do most, if not all, the work for us, particularly if we're going to pay for it. So we don't feel too sorry for the programs that require a loving owner. We'll opt for the more independent utilities in most cases.



## REVIEW ANTI-SPAM SOFTWARE

ALLUME  
SpamCatcher 4

RATING ★★★★★

PRICE £20 inc VAT

SUPPLIER [www.allume.com/store/uk.html](http://www.allume.com/store/uk.html)DETAILS [www.allume.com](http://www.allume.com)

The previous release of SpamCatcher, version 3, was very accurate but a little harder to set up than the competition. SpamCatcher 4 is much easier to install and get running with Outlook as you don't have to change your email account settings to funnel messages through the spam filter. SpamCatcher does the business for you automatically, as do most of the other programs here, with the notable exception of SpamPal.

Other developments have not been as positive. In our test, using default settings, SpamCatcher filtered out only 17 per cent of our spam. At least it only thought one real message was unsolicited, and that happened to be an advert anyway. This overall level of accuracy puts SpamCatcher in the middle of the products tested here.

SpamCatcher can be set up and configured separately from Outlook, but it also integrates nicely so you can use the toolbar in Outlook and click buttons to allow or blacklist messages.

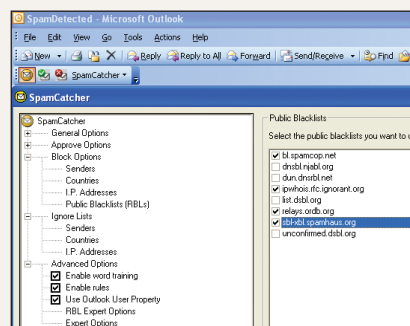
There are plenty of options available to tune things up, and you can tinker around and improve the program's accuracy dramatically. There are more options here than with any other program on test, although the number of tick boxes might be overwhelming to some people.

If you want to link SpamCatcher to public email server blacklists you are in luck, because it supports SpamCop as well as a handful of others. These systems monitor who is sending spam and inform SpamCatcher so it can make better guesses about which messages will be real and which will be adverts.

SpamCatcher 4 is not too expensive, takes up very little disk space and its annual renewal price of £5.50 is very reasonable. But it can't compete with more friendly, accurate and cheaper options such as Norton AntiSpam 2005.

✓ Lots of options to increase accuracy

✗ Not the cheapest product on test



SpamCatcher provides many options for you to fine-tune it and dramatically improve its effectiveness

## REVIEW ANTI-SPAM SOFTWARE

CLOUDMARK  
SafetyBar 4.2

RATING ★★★★★

PRICE \$40 (around £22)

DETAILS [www.cloudmark.com](http://www.cloudmark.com)

When we last looked at SafetyBar in *Shopper* June 2004, it was called SpamNet. Since then it has been updated and rebranded, but it still uses the same system for detecting spam, which is a collaborative community of users who report spam messages to a central database. Those users gain positive reputations if they are fast and accurate with these submissions, and good reputations ensure that their future submissions are weighted more heavily. New users won't be able to make such an impact on the system until they prove themselves.

There are versions for Outlook and Outlook Express, and SafetyBar appears as a toolbar in both programs. The main difference is that the Outlook version of SafetyBar can use an Exchange server. The beauty of this program and the service behind it is that you can install it and relax. It was incredibly accurate when checking our mail, missing less than four per cent of the spam and only mistaking six per cent of our real messages as spam. Overall, this is the most accurate anti-spam program we've seen.

That said, other programs can be configured over time to increase their accuracy, whereas Cloudmark's program can't. While you can report spam, and so become involved in the spam-fighting community, the temptation is not to bother. And if people start to lose interest, the system will become less accurate.

There are very few options to make your own changes to the setup, although you can at least create your own whitelist of friends' email addresses. Of the dedicated anti-spam tools, this is the most expensive. When detecting spam it very narrowly beats the more expensive PC-cillin, which costs around the same after the first year. But PC-cillin also has a firewall and anti-virus protection, which makes it much better value in the long run.

✓ Very accurate at the moment

✗ Limited customisation options; expensive



SafetyBar relies on submissions from dedicated spam fighters to provide very accurate results

## REVIEW SECURITY SOFTWARE

F-SECURE  
Internet Security 2005

OVERALL RATING ★★★★★

ANTI-SPAM RATING ★★★★★

PRICE £39 inc VAT

DETAILS [www.f-secure.co.uk](http://www.f-secure.co.uk)

F-Secure Internet Security 2005 is one of our preferred internet security suites. Its anti-virus program is very accurate and easy to use, while the inclusion of a competent firewall and an anti-spyware program all go towards making it better value value.

The anti-spam component is easy to use, although it's so simple that there are few opportunities to customise it. This is a shame because, using the default settings, the anti-spam part of this software is a big let-down.

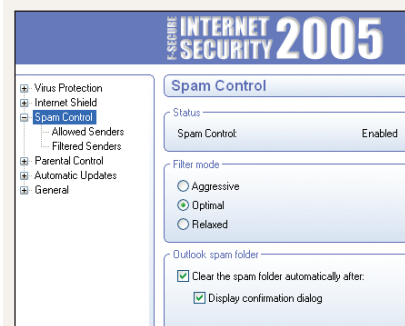
We've run our anti-spam tests against this program a number of times over the past few months and its performance has been consistently lukewarm. In this test it was good at ensuring our real email entered our inbox unmolested, but this careful approach was at the expense of preventing a significant amount of spam from coming in, too.

Over 95 per cent of the spam in our sample bypassed F-Secure's anti-spam filter, which is a disgrace. This result puts it right at the bottom of the league, alongside MailWasher Pro and InBoxer. The last of these programs at least has the excuse that it works entirely by learning from your previous messages, which we did not allow it to do. Even Outlook 2003 was better.

So does this mean that we'll be striking F-Secure's top product from our Hotlist? Not at all, because even if it didn't include any anti-spam software it would still be great value for money. However, we wouldn't recommend this security suite on the strength of its anti-spam abilities. Instead, it would be a good idea to disable the anti-spam part and use an alternative such as Norton AntiSpam 2005 or, if your PC is starting to buckle under the weight of too many hefty utilities, a lighter alternative such as the free SpamPal.

✓ The overall package is good value

✗ Poor spam-detection abilities



We found that Internet Security's strengths do not lie in its spam-detecting abilities



## REVIEW ANTI-SPAM SOFTWARE

FIRETRUST  
MaiWasher Pro 5

RATING ★★

PRICE \$37 (around £20)

DETAILS [www.mailwasher.net](http://www.mailwasher.net)

MaiWasher works in a very different way to the other programs here. It acts almost like an email program in its own right. It checks your mail and, by default, downloads the first 20 lines. It analyses the message and decides if it's spam or not. It marks suspicious messages and, when you click the Process Mail button, the program goes back online and selectively deletes the spam from your ISP's mail server. When you run your email program it only finds the messages that are left by MaiWasher, which you'd expect to be real messages.

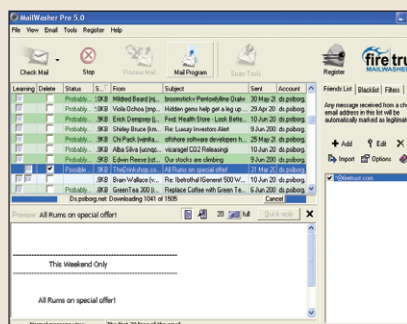
The full version of MaiWasher includes a one-year subscription to the FirstAlert! anti-spam service, a database of spam messages. MaiWasher compares your email with the archive of known spam and, when it finds a match, it can confidently delete the message. MaiWasher also integrates with a couple of well-known mail server blacklists that monitor the parts of the internet from which spam is sent. It has entries for SpamCop and ORDB, although those with experience of spam blacklists can add their own entries.

In practice we had some bad experiences with MaiWasher. The part of the website where you can buy the software was broken and only fixed after we posed as a user and complained. The free trial version missed all our spam and deleted nearly 29 per cent of our real email, too. We then spent £20 and watched as the software deleted all our spam, as well as nearly all our other messages. We were left with just 4.4 per cent of our real email.

The main advantage of MaiWasher is that you don't have to download all the spam in your mailbox to allow it to detect spam messages. However, you'll have to spend some time tinkering around to get close to the accuracy afforded by less expensive software.

✓ Deletes messages without having to download them all

✗ Deletes a lot more besides spam



You'll probably find you need to do a lot of tinkering to get around MailWasher's overzealous approach

## REVIEW ANTI-SPAM SOFTWARE

INBOXER  
InBoxer for Outlook 2

RATING ★★

PRICE £19 inc VAT

DETAILS [www.inboxer.com](http://www.inboxer.com)

We have not allowed any of the programs here the chance to adapt to the sort of email they received during our tests, and this hit InBoxer particularly hard. This is because it needs to analyse the content of the email you usually receive and uses the results to analyse email that arrives later on.

Because our test doesn't allow the programs time to learn, InBoxer only discovered one piece of spam. It falsely classified one real message as spam too, and decided that 32 other messages were suspicious. In fact, only one of those messages was spam.

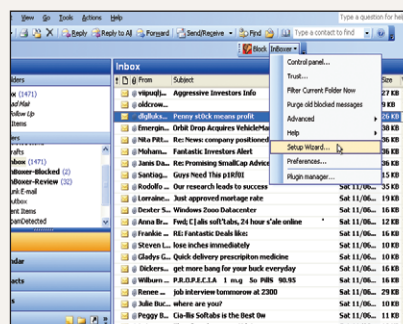
Surely a program that failed our test and that costs nearly £20 should get one star at most? Not in this case, because InBoxer isn't bad at all once you get it up and running. We haven't given it the benefit of a month's training, simply because none of the other programs was afforded that benefit. However, at its core runs the powerful SpamBayes software, an open-source project that can produce some very accurate spam-detection results given time.

InBoxer's interface doesn't set us alight with excitement, but it's certainly simple. Most of the time you just need to highlight a spam message in your inbox and click the Block button that shows in Outlook's toolbar. Alternatively, open the InBoxer-Blocked mailbox and click on a real message and press the Keep toolbar button.

The rules of our tests have been unfair to InBoxer. Its rating here reflects its outdated interface and the fact that it's twice as expensive as the more polished Norton AntiSpam. InBoxer has one significant benefit over Symantec's product, though: you don't have to pay an annual subscription. It's available on a 30-day free trial so, if you're interested in playing with Bayesian spam analysis, you can give it a go without spending anything.

✓ Powerful Bayesian anti-spam engine

✗ Requires training; underlying interface looks dated



Its outdated interface hides InBoxer's powerful spam-fighting tools, but you need to teach it first

## REVIEW SECURITY SOFTWARE

KASPERSKY  
Personal Security  
Suite 1.0.2

OVERALL RATING ★★★★★

ANTI-SPAM RATING ★★★★★

PRICE £47 inc VAT

DETAILS [www.kaspersky.co.uk](http://www.kaspersky.co.uk)

Kaspersky Lab has finally released its first suites of desktop security products. Kaspersky Anti-Spam for SMTP/POP and Microsoft Outlook comes as part of this suite but, unlike the other components, is unavailable separately.

This program produced some strange results. It found nearly 56 per cent of the spam and classified it as such, but it also created a folder called Formal and populated it with what it considered to be formal emails and automatic messages, such as bounced emails. In our sample, all 649 messages classified as Formal were spam. So while Kaspersky didn't correctly classify a huge amount of spam, it kept our inbox fairly clear. If we count the formal messages as spam, the program got rid of 96 per cent of spam and removed nearly 17 per cent of our real email.

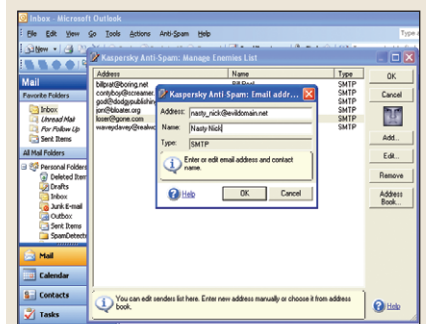
It also decided that a small percentage of messages were so rude that they should be flagged with [--Obscene--] in the subject field. Luckily they weren't moved to a spam folder because, in this case, the messages were all written by a certain member of my family. Some analysis showed that the 'f' word was making Kaspersky Anti-Spam blush.

Another idiosyncratic touch was the set of buttons for adding email authors to a Friends and amusingly named Enemies List. There's even a button called Manage Enemies, which is something we'd all like to do. In this context you can Add, Edit and Remove enemies' details.

The cost of the anti-virus and firewall software as two purchases is over £56 including VAT, so this package is a bargain even without the anti-spam software. Its default performance is not bad and, if you count the formal email as spam, it ranks with the best we've seen.

✓ A great value package

✗ Better dedicated anti-spam are packages available



Kaspersky's Anti-Spam will help you manage your enemies but it's a little bit prudish





## REVIEW ANTI-SPAM SOFTWARE

McAfee  
SpamKiller 2005

RATING ★★★★★

PRICE £18 inc VAT

SUPPLIER [www.amazon.co.uk](http://www.amazon.co.uk)DETAILS [www.mcafee.co.uk](http://www.mcafee.co.uk)

Past versions of McAfee SpamKiller have caused us many problems. We've seen terrible spam detection rates and had headaches as the software struggled to handle large amounts of email, crashing along the way. The latest release was no exception. As soon as the email started to download, the PC appeared to freeze before even a dozen messages appeared in the inbox.

While the test PCs appeared to break, Outlook and SpamKiller were actually dealing with the email, but there was no indication that things were working as the screen refused to update. We ended up leaving it a few hours, rebooted in frustration, and finally SpamKiller began. On a very fast PC it works, just. On a 533MHz system, which is twice as fast as the minimum requirements, everything falls apart.

The previous release of SpamKiller had very patchy detection abilities, but this version astounded us with its high accuracy. It misclassified some of our real email as spam, but it did this to less than 18 per cent of the genuine mail, which isn't too bad. It caught every spam message we threw at it.

There are two ways that McAfee SpamKiller can handle spam. By default it stores blocked messages in its own file store and keeps them there for a couple of weeks before deleting them. If you prefer a more traditional approach, you can command it to change the message's subject heading to include [SPAM] or any other message you choose. We prefer this option, not least because we don't trust the way that SpamKiller handles large volumes of email.

Despite its reasonable price and excellent spam-detecting abilities we cannot recommend this program because of its instability when handling the amount of email we'd expect to receive when returning from holiday.

✓ Accurate; easy to use

✗ Handles large amounts of email badly



SpamKiller had a good detection rate but its instability with large amounts of email is a worry

## REVIEW EMAIL SOFTWARE

Microsoft  
Outlook 2003

ANTI-SPAM RATING ★★★★★

PRICE £76 inc VAT

SUPPLIER [www.dabs.com](http://www.dabs.com)DETAILS [www.microsoft.com](http://www.microsoft.com)

Outlook 2003 is the latest version of Microsoft's email program. It includes a load of features such as a contacts manager, diary and a general section for holding your notes. Its email handling is flexible and it can download mail from a variety of servers, including Exchange, IMAP and POP3. It also has a built-in anti-spam filter.

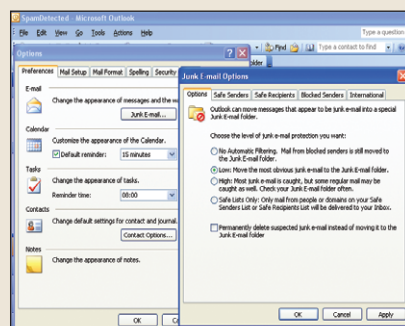
As with most of the programs here, Outlook will allow you to build a list of people from whom you expect to receive email. Using this ensures that no matter how bad your anti-spam software is, or however spam-like your friends' messages are, mail from these addresses will always get through.

Outlook also lets you block mail sent from certain top-level domains. For example, if you are completely sure that you'll never get a message from Russia you can block messages sent from domains with the .ru suffix. If you don't want to block whole countries, you can still block languages. Well, nearly. In fact you can block messages that include certain codes that are only found in particular character sets. If you don't speak Japanese or any language that uses the Cyrillic alphabet you can tell Outlook to block these encodings and cut down on the potential spam you could receive.

There are four anti-spam settings, ranging from Off through to Safe Lists Only, where only mail from your friends will be allowed in. The middle settings are High and the default is Low. In our test the Low setting was relatively useful. It moved only 3.7 per cent of our real mail to the Spam folder, but managed to filter out nearly a third of the spam, too. This isn't great, but there's no hassle involved in getting it running and, if you already have Outlook, it's worth enabling. We'd still install a more accurate program alongside it, though.

✓ If you have Outlook 2003, you already have some anti-spam software

✗ It's not the most accurate program available



Microsoft's Outlook 2003 is convenient, easy to use and stops a useful amount of spam

## REVIEW ANTI-SPY SOFTWARE

SPAMPAL  
SpamPal 1.591

RATING ★★★★★

PRICE Free

DETAILS [www.spampal.org](http://www.spampal.org)

SpamPal is a great little utility. Not only is it free, it needs very little memory to run and can be set up to produce some excellent results. The only downside to this program is that you'll need to take some time to learn how to get it working with your email program, because it doesn't integrate automatically like most other products of this type.

The way to imagine SpamPal is as a proxy program. Your email client asks SpamPal for its email and SpamPal asks your email server. It receives the email and runs a number of checks. These include using spam blacklists, language tests and lists of email and IP addresses that you want to ignore. There is a good choice of options for labelling suspected spam and, as long as you're happy setting up spam folders and message rules in your email program, you should have no problems configuring it.

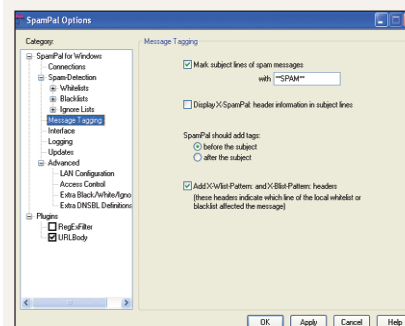
SpamPal did quite well in our tests using the default settings. It sent only three per cent of our real email to the bin, and it successfully detected 37 per cent of the spam. That doesn't sound great but it's better than most of the programs tested here and, as with most of them, there are ways that you can improve the detection rates. SpamPal comes with a huge number of options, and a bit of careful tweaking can work wonders for the results.

The question is, are you prepared to spend ages getting an anti-spam utility to work with your favourite email program and then spend a few weeks optimising its settings? If the answer is yes, we strongly recommend SpamPal. It's effective and it's free.

If you just want something that will help you to stop receiving spam then one of the commercial programs is a better idea, and either Cloudmark SafetyBar 4.2 or Norton AntiSpam is more suitable for your needs.

✓ Free and effective

✗ Not as easy to get running as some



If you want to save your money and say goodbye to spam, SpamPal could be perfect for you



## REVIEW ANTI-SPAM SOFTWARE

SYMANTEC  
Norton AntiSpam 2005

RATING ★★★★★

PRICE £10 inc VAT

SUPPLIER [www.amazon.co.uk](http://www.amazon.co.uk)DETAILS [www.symantec.co.uk](http://www.symantec.co.uk)

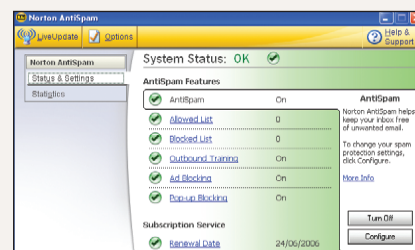
When it comes to easy installation and running you can't fault Norton AntiSpam 2005. Aside from an activation routine, installing it was as simple as it comes. Even the activation was straightforward, and this kind of anti-piracy measure is becoming increasingly common so we need to get used to it.

Symantec likes to keep its software up to date and you can expect to download a few megabytes of program files, as well as new spam filters, before you get things up and running. But this is all to the good, as you'll see.

If you don't want to get involved in playing with settings you don't have to, but it's advisable if you want to increase AntiSpam's chances of detecting spam and real email accurately. In our tests the default settings did an excellent job, detecting 63 per cent of the spam and misdiagnosing only 10 per cent of our real mail messages. Only Trend Micro's PC-cillin and Cloudmark's SafetyBar were better.

Customisation options include the usual Allowed and Blocked lists for specifying friends and known spammers. There is also an Ad Blocker and a Pop-up Blocking system, which is less useful now as the version of Internet Explorer that comes with Service Pack 2 stops most pop-up adverts. The most intriguing option is Outbound Training, where AntiSpam monitors the emails you send so it can learn what incoming mail to expect.

When we last saw AntiSpam we were impressed and gave it our Best Buy award. The only downside was the £23 including VAT price.



Norton AntiSpam provides accurate spam detection and is great value for money

However, Symantec surprised us by halving the price of Norton AntiSpam 2005 before we went to press. At £20 it would be a great buy, but at £10 it's an amazing bargain.

- Easy, effective and cheap
- Uses more memory than SpamPal

## REVIEW SECURITY SOFTWARE

TREND MICRO  
PC-cillin 12

OVERALL RATING ★★★★★

ANTI-SPAM RATING ★★★★★

PRICE £40 inc VAT

DETAILS [www.trendmicro.co.uk](http://www.trendmicro.co.uk)

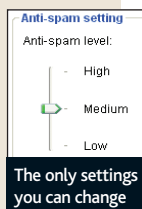
We've had mixed experiences with Trend Micro's internet security product. The firewall is very good, earning four stars in our last test, but the anti-virus program regularly misses a few Trojans every time we test it and we consider it a distinctly average option. The anti-spam component was a revelation, however.

We were stunned by the accuracy of this program's spam-detecting abilities, with no adjustments to the default settings. It detected over 95 per cent of the spam and only classified less than five per cent of our real email as spam. These messages were similar to spam, and a few whitelist entries can solve this problem. You can also add email addresses to block.

Everything looks rosy if you use a standard POP3 client, and if you use Hotmail via Outlook rather than using a web interface, you're still in luck. But it doesn't support IMAP and there is a distinct lack of customisable options. It's silly to grumble about this because the detection results are so good, but you can't even change the port number of your POP3 server. This is useful if you want to use certain proxy utilities, or if your ISP uses non-standard settings on its servers.

PC-cillin costs only £20 a year after the first year, which is competitive considering the amount of software. Buy it for the combination of firewall and anti-spam but, for a very secure system, we'd install PC-cillin alongside an anti-virus package such as Kaspersky Personal 5 or F-Secure Anti-Virus. If you're on a budget, use Grisoft's AVG Free Edition anti-virus program (<http://free.grisoft.com>).

- Great anti-spam software
- Average anti-virus performance

LABS VERDICT  
ANTI-SPAM SOFTWARE

Your choice of anti-spam software is straightforward. If you just want a program that won't cost the earth but will stop your inbox filling with adverts for pills, thrills and loans, choose Norton AntiSpam 2005.

If you don't have any other security utilities you'll get the best value buying a bundle of software. Kaspersky Lab's Personal Security Suite is the best all-rounder. Go for Trend Micro's PC-cillin 12 only if you are prepared to install another anti-virus program and remember to disable PC-cillin's anti-virus component or face an unstable PC.

Finally, for the impoverished techies out there, SpamPal provides a brilliant option that costs nothing except perhaps a few minutes reading the help file and messing around with email server and spam blacklist settings.

Spam is a real problem but, with any of these programs on your system, it doesn't have to take up all your time. **CS**

| DEVELOPER                             | ALLUME                                                                         | CLOUDMARK                                                | F-SECURE                                                   | FIRETRUST                                                  | INBOXER                                              | KASPERSKY                                                    | MCAFFEE                                                | MICROSOFT                                                | SPAMPAL                                              | SYMANTEC                                                   | TREND MICRO                                                    |
|---------------------------------------|--------------------------------------------------------------------------------|----------------------------------------------------------|------------------------------------------------------------|------------------------------------------------------------|------------------------------------------------------|--------------------------------------------------------------|--------------------------------------------------------|----------------------------------------------------------|------------------------------------------------------|------------------------------------------------------------|----------------------------------------------------------------|
| Product                               | SpamCatcher 4                                                                  | SafetyBar 4.2                                            | Internet Security 2005                                     | MailWasher Pro 5                                           | InBoxer for Outlook V2                               | Personal Security Suite 1.0.2                                | SpamKiller 2005                                        | Outlook 2003                                             | SpamPal 1.591                                        | Norton AntiSpam 2005                                       | PC-cillin 12                                                   |
| Overall rating                        | ★★★                                                                            | ★★★★                                                     | ★★★★★                                                      | ★★                                                         | ★★                                                   | ★★★★★                                                        | ★★★★                                                   | N/A                                                      | ★★★★★                                                | ★★★★★                                                      | ★★★★                                                           |
| Anti-spam rating                      | N/A                                                                            | N/A                                                      | ★★★                                                        | N/A                                                        | N/A                                                  | ★★★★                                                         | N/A                                                    | ★★                                                       | N/A                                                  | N/A                                                        | ★★★★★                                                          |
| Web advert blocking                   | No                                                                             | No                                                       | No                                                         | No                                                         | No                                                   | No                                                           | No                                                     | No                                                       | No                                                   | Yes                                                        | No                                                             |
| POP3-based email                      | Yes                                                                            | Outlook, Outlook Express only                            | Yes                                                        | Yes                                                        | Yes                                                  | Yes                                                          | Yes                                                    | Yes                                                      | Yes                                                  | Yes                                                        | Yes                                                            |
| Web-based email                       | Hotmail, Yahoo!                                                                | Hotmail                                                  | No                                                         | Hotmail                                                    | Hotmail                                              | No                                                           | Hotmail                                                | Hotmail                                                  | No                                                   | Hotmail, Yahoo!                                            | Hotmail, Yahoo!                                                |
| Price inc VAT                         | £20                                                                            | \$40 (around £22)                                        | £39                                                        | \$37 (around £20)                                          | £19                                                  | £47                                                          | £18                                                    | £76                                                      | Free                                                 | £10                                                        | £40                                                            |
| Length of initial update period       | One year                                                                       | One year                                                 | One year                                                   | N/A                                                        | N/A                                                  | One year                                                     | One year                                               | N/A                                                      | N/A                                                  | One year                                                   | One year                                                       |
| Cost of further subscription inc VAT  | \$10 (around £5.50)                                                            | \$40 (around £22)                                        | £19.50                                                     | \$10 (around £5.50) for FirstAlert! subscription           | N/A                                                  | £32                                                          | £3.50                                                  | N/A                                                      | N/A                                                  | £10                                                        | £20                                                            |
| Length of further subscription period | One year                                                                       | One year                                                 | One year                                                   | One year                                                   | N/A                                                  | One year                                                     | One year                                               | N/A                                                      | N/A                                                  | One year                                                   | One year                                                       |
| Supplier website                      | <a href="http://www.allume.com/store/uk.html">www.allume.com/store/uk.html</a> | <a href="http://www.cloudmark.com">www.cloudmark.com</a> | <a href="http://www.f-secure.co.uk">www.f-secure.co.uk</a> | <a href="http://www.mailwasher.net">www.mailwasher.net</a> | <a href="http://www.inboxer.com">www.inboxer.com</a> | <a href="http://www.kaspersky.co.uk">www.kaspersky.co.uk</a> | <a href="http://www.amazon.co.uk">www.amazon.co.uk</a> | <a href="http://www.dabs.com">www.dabs.com</a>           | <a href="http://www.spampal.org">www.spampal.org</a> | <a href="http://www.amazon.co.uk">www.amazon.co.uk</a>     | <a href="http://www.trendmicro.co.uk">www.trendmicro.co.uk</a> |
| Supplier phone                        | Internet only                                                                  | Internet only                                            | 08458 903300                                               | Internet only                                              | Internet only                                        | 08700 113461                                                 | Internet only                                          | Internet only                                            | Internet only                                        | Internet only                                              | 01628 400500                                                   |
| Developer website                     | <a href="http://www.allume.com">www.allume.com</a>                             | <a href="http://www.cloudmark.com">www.cloudmark.com</a> | <a href="http://www.f-secure.co.uk">www.f-secure.co.uk</a> | <a href="http://www.mailwasher.net">www.mailwasher.net</a> | <a href="http://www.inboxer.com">www.inboxer.com</a> | <a href="http://www.kaspersky.co.uk">www.kaspersky.co.uk</a> | <a href="http://www.mcafee.co.uk">www.mcafee.co.uk</a> | <a href="http://www.microsoft.com">www.microsoft.com</a> | <a href="http://www.spampal.org">www.spampal.org</a> | <a href="http://www.symantec.co.uk">www.symantec.co.uk</a> | <a href="http://www.trendmicro.co.uk">www.trendmicro.co.uk</a> |